

# The Governor's Award for Quality and Productivity

## *Employee Work Teams Making A Difference in Missouri State Government*

By: Julie Wingate, Planning and Development

Governor Bob Holden, First Lady Lori Hauser Holden and Commissioner Jacquelyn White recognized state employee teams on August 13, 2003, for savings in the millions and for producing greater efficiencies in labor, good, and delivery of services for Missouri citizens. Now, in its 15<sup>th</sup> year, the Governor's Award for Quality and Productivity was presented to nine winning teams representing 93 employees.

Governor Holden was not available for the presentation of awards, but in a statement the Governor told the awardees and their families "Each of you represents quality in Missouri state government. You prove that producing quality is no accident. It results from a deep appreciation of the public trust and the desire to provide the citizens of Missouri with the best value for the resources they have entrusted to us."

First Lady Lori Hauser Holden presented the awards during the ceremony. She congratulated the recipients, telling them and their families that their outstanding service to state government "results from a deep appreciation of the meaning of the public trust and a desire to provide citizens with the best value for the resources available."

A total of 81 teams were nominated for the 2003 Governor's Award for Quality and Productivity. We congratulate the following winning teams for their achievement:

### **Business Tax Customer Satisfaction Improvement Team**

Department of Revenue

This team discovered that almost half of the calls made to the department to resolve billing concerns could be addressed immediately by accepting information from the customer during the initial call. Within the first two weeks of implementation, the call center resolved 232 accounts over the telephone, simplifying business tax account resolution for customers, and reducing 10% of the correspondence and paperwork associated with business tax processing.



Business Tax Customer Satisfaction Improvement Team

### **Crafts with Conviction Team**

*Department of Corrections, Lieutenant Governor Joe Maxwell & KidSmart, Inc.*

"Crafts with Conviction" is a partnership with the Missouri Department of Corrections and KidSmart, Inc., to produce educational posters, journals, coloring books, bookmarks, carpet maps of the U.S., and other forms of classroom teaching materials from surplus or re-used materials. Over \$250,000 in supplies is turned into products, which are in turn made available at not cost to teachers in the St. Louis area.



Crafts With Conviction Team

### **Electronic Substance Abuse Traffic Offender Program (SATOP) Team**

Department of Revenue and Department of Mental Health

After legislation was passed to lower the legal blood alcohol content (BAC) from .10 to .08, the Department of Revenue realized the growth in reported alcohol offenses would adversely affect their ability to timely process license reinstatements. The team developed the program to allow for the electronic transfer of SATOP treatment programs from the Department of Mental Health to the Department of Revenue immediately after the program is completed. The time it takes to reinstate the citizen's driving privileges has been reduced from 7 to 10 days to no more than 3 days.



SATOP Team

## Facilities and Maintenance Order/Payment Improvement Team

Department of Labor and Industrial Relations

An extensive amount of paperwork and unnecessary steps in the payment and ordering process prevented completion of orders for maintenance and delayed vendor payments. This team implemented a procurement process so that employees of the facilities and maintenance section no longer have to complete an order form when requesting supplies under \$3,000. This will eliminate over 300 paper forms and result in timesaving of 29,172 hours each year.



Order/Payment Improvement Team

## Print Services' Customer Satisfaction Team

Department of Labor and Industrial Relations and  
Department of Economic Development

Over the years, the customer's need for more "four-color" items, sophisticated graphs, and digitalized images increased beyond the capability of current printing equipment. With this team's recommended implementations, processes within the print shop have been streamlined, errors have been reduced, staff time has been reduced by 75%, and items are printed within established timeframes.



Print Services' Customer Satisfaction Team

## Spanish Phrasebook for Juvenile Court Personnel Team

Office of the State Courts Administrator

Prior to this team's work, most juvenile justice jurisdictions had no means of conversing with youth and families whose primary language was Spanish. This team compiled a pocket-sized Spanish Phrasebook with basic Spanish terminology, to help personnel working with Spanish speaking youth and parents. The book covered eight categories from pronunciation of basic terms and numbers to legal, medical and drug terminology. The team then created a CD version to serve as an audio companion to the written material. Upon request, phrasebooks and CD's have been sent to other jurisdictions across the United States.



Spanish Phrasebook Team

## Warehouse / Purchase of Supplies Team

Department of Social Services

The Department of Social Services identified that a delay in receiving supplies in the central and field offices was impacting the quality of services employees could provide, as well as causing frustration. The new process developed by this team shows savings in resources and improvement in the process of approving and ordering supplies. Multiple approvals were eliminated to less than one day, and 97% of supply orders are received within 5 days, while 87% of the office supplies are delivered in one day or less. In addition, the Department of Social Services will be able to consolidate warehouse space in St. Louis, which will save \$28,000 annually in lease expense.



Warehouse/Purchase of Supplies Team



## **Web-based Organ Donor Registry – Development and Implementation Team**

*Department of Health and Senior Services*

This team's work provided a more customer-friendly, electronically sophisticated computerized system to produce a confidential list of potential organ and tissue donors. Registry information is shared with the family who are asked to consent for donation on behalf of the deceased individual. The Missouri Organ Donor Registry is a vital link for families, especially those who are faced with the question of donation and had no prior knowledge of their loved one's wishes. During a six-month time period, this team documented 33 Missouri donors where the family was not inclined to consent because that had no prior knowledge of the deceased wishes. Those 33 donations have the potential to help as many as 130 people awaiting life-saving organ transplants, tissue, and corneal transplants.



Web-Based Organ Donor Registry Development and Implementation Team

Photos Courtesy of Ann Hamlin

The Governor's Award for Quality and Productivity was established in 1988 by the Governor's Advisory Council on Quality and Productivity to recognize service excellence, encourage efficiency, reward innovation, and reinforce pride in service to Missouri State Government.

For more information, contact Julie Wingate in the Division of Personnel's Planning and Development Section.

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## **Workers' Compensation Project Team**

*Office of Administration*

The Worker's Compensation Project Team identified that costs for lost time injuries were rising faster than any other component of worker's compensation. Within a nine-month period, this team introduced a statewide policy change and implemented an incentive Early Return to Work Program. This program saved almost \$2.2 million in worker's compensation indemnity costs. In addition, this program has many collateral benefits such as indirect savings from the reduced cost of hiring and training new workers and the cost associated with loss of productivity. This program also provides agencies with the opportunity to get directly involved in the successful return to work of injured employees. This project resulted in a one-time cash infusion of \$2 million to General Revenue in FY '02, as well as ongoing additional savings for General Revenue of \$100,000 to \$400,000. Total General Revenue fund savings for FY '02 and FY '03 are over \$4.3 million.



Workers' Compensation Project Team